

## Installation

### **Q: KP occurs on PM981.**

A: Currently there's no solution for PM981 on macOS 10.13.3+. You could install macOS on another hard disk.

NOTE: PM981 SSD's model number starts with MZVLB, and PM961 SSD's model number starts with MZVLW.

## Audio

### **Q: Headphones or microphones are not working.**

A: If headphones or microphones are not working, please use ALCPlugFix. You may need to replug headphones after every boot. Also, you should avoid hot restart from Windows.

## Bluetooth

### **Q: Bluetooth is not working after long sleep or hard restart.**

A: Native Intel Bluetooth is not working well in macOS. You can disable it, use a USB BT dongle, or solder D+ and D- wires to the WLAN\_LTE slot. See [[Work Around with Bluetooth]].

## Boot

### **Q: The screen turns to black and has no response during the updating process.**

A: If you have black screen for five minutes and get no response from the device, please force restart your laptop(Long press power button) and choose **Boot macOS Install from ~** entry.

### **Q: Device is locked by Find My Mac.**

A: For Clover users, press **Fn+F11** when you are in Clover boot page. Then Clover will refresh `nvr.plist`, and lock message should be removed.

For OC users, press **Esc** to enter the boot menu during startup. Then, press **Space** key and choose **Reset NVRAM**.

### **Q: [Clover] Fail to boot in Windows/Linux by using Clover, but able to boot by pressing F12 and select OS.**

A: Many people met this problem by using the new version of `AptioMemoryFix.efi`. A workaround is to replace `/CLOVER/drivers/UEFI/AptioMemoryFix.efi` (or `OcQuirks.efi`, `OpenRuntime.efi`, and `OcQuirks.plist`) with an older version.

### **Q: [Clover] FileVault encrypted the macOS partition and the partition does not show up.**

A: It is not recommended to enable **FileVault**. You can press **Fn+F3** in the Clover boot page and choose the icon with **FileVault**. Then you can boot in the system and disable **FileVault**.

### **Q: [OC] How to skip the boot menu and automatically boot into the system?**

A: First, in macOS, open **SysPref - Startup Disk**. Choose the target system.

Then, open `/EFI/OC/config.plist`, and turn off **ShowPicker**.

When you want to switch OS, press **Esc** during startup to call the boot menu.

### **Q: [OC] How to enable startup chime? (TM1701 & TM1707)**

A: Change `#AudioDxe.efi` to `AudioDxe.efi` in `config.plist - UEFI - Drivers`.

Enable **AudioSupport** in `config.plist - UEFI - Audio`.

If you are using macOS Big Sur, go to **SysPref - Sound** and turn on **Play sound on startup**.

For macOS version < Big Sur, open `Terminal.app` and run `sudo nvram StartupMute=%00`.

### **Q: [OC] Can't use Boot Camp.**

A: Disable CustomSMBIOSGuid in /OC/config.plist - Kernel - Quirks and change PlatformInfo - UpdateSMBIOSMode to Create. You may lose Windows and software's activation.  
For Clover users, open /EFI/CLOVER/config.plist and delete DisableDrivers - ExFatDxe.  
For OC users, open /EFI/OC/config.plist and change #ExFatDxe.efi to ExFatDxe.efi in UEFI - Drivers.

## Camera

**Q: My system can't find the camera device.**

A: Run `sudo kextcache -i /` in Terminal.app and then restart.

## HDMI

**Q: External screen does not respond.**

A: You have to re-plug it, or close the lid for about five seconds and reopen the lid.

## Trackpad

**Q: Trackpad is not working.**

A: You need to rebuild the kext cache after every system update. Use Kext Utility.app or type `sudo kextcache -i /` in Terminal.app. Then restart. If this still doesn't work, try to press F9 or warm reboot from Windows.

**Q: I can't click to drag files using the trackpad.**

A: Starts from VoodooI2C v2.4.1, the click down action is emulated to force touch, which causes the failure of click down and drag gestures. You can turn off Force Click in SysPref - Trackpad or choose three finger drag in SysPref - Accessibility - Mouse & Trackpad - Trackpad Options.

## Keyboard

**Q: Caps Lock is not working.**

A: Add Pinyin - Simplified in SysPref- Keyboard - Input Sources.  
Then, uncheck Use the Caps Lock key to switch to and from ABC.  
Finally, delete Pinyin - Simplified and done.

## SSD

**Q: Frequent KPs on some NVMe SSDs.**

A: For OC users, they can adjust SetApfsTrimTimeout to set trim timeout. See [dortania/bugtracker#192](#) for more information.

## Wi-Fi

**Q: Wi-Fi is not working.**

A: Read [\[\[Drive Native Intel Wireless Card\]\]](#). If you have a bad network experience, you can turn to use a USB WiFi dongle or insert a supported wireless card into M.2 slot. More information can be viewed in [Xiaomi Mi Notebook Pro High Sierra 10.13.6](#).

**Q: Location Service/AirDrop/Handoff is not working.**

A: Location Service/AirDrop/Handoff needs a supported internal wireless card to work(A few USB dongles can use location service, I don't know why). AirDrop and Handoff also need stable Bluetooth connection, see [\[\[Work Around with Bluetooth\]\]](#).

**Q: New internal wireless card's speed is low after wake.**

A: Open SysPref - EnergySaver - PowerAdapter, and uncheck Wake for Wi-Fi network access.